



What happens when you call



911?



- Dialing 911 from your **landline** will be directed to the Gustavus Volunteer Fire Department (GVFD) Dispatch. Don't be discouraged if the phone rings more than 3 times-this is just the 911 system routing to emergency services. You will be asked: where the emergency is, what is the emergency, and a phone number we can contact you with. Please answer your phone if it rings, we may be calling you to gather more information and/or guidance about your emergency.
- If you call 911 from your **cell phone** you will be directed to the Alaska State Troopers (AST) Dispatch. Don't be discouraged if the phone rings more than 3 times-this is just the 911 system routing to emergency services. Let AST know where you are, including city, and what is your emergency. AST will gather the information, relay and transfer you to the Gustavus Volunteer Fire Department Dispatch.
- If, for whatever reason, you get disconnected from the Alaska State Troopers Dispatch, please call 911 again **OR**, dial (907) 697-1000- this number will connect you directly with the Gustavus Volunteer Fire Department Dispatcher.
- **Please** do **not** call the Gustavus Fire Department's landline or any of the GVFD volunteers for emergencies. The best way to get help is to dial 911.
- The GVFD is a rural EMS service. We do the best we can with our amazing volunteer staff. Please consider becoming an ambulance driver, Firefighter, EMS, or Dispatch Volunteer.
- For any questions or concerns, or how you can help out, contact the Gustavus Volunteer Fire Department at 907-697-2707.